



CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
TELECOMMUNICATIONS COORDINATOR II	38	B	6.969
TELECOMMUNICATIONS COORDINATOR I	35	B	6.964

SERIES CONCEPT

Telecommunications Coordinators conduct analysis of telephone communication systems and participate in planning, designing, developing and supporting a voice network accommodating voice, video and fax transmissions which may include customer premise equipment, local and long distance carriers and leased and State-owned transmission facilities. Incumbents provide telecommunications products and services to agencies including telephone systems, private branch exchange (PBX) systems and adjunct equipment (voice mail, auto attendant, automatic call distribution, system administration, interactive voice response and call accounting), local exchange carrier service (local access and transport), intra and inter-exchange carrier service (switched and dedicated transport, phone credit cards, toll free service, 900 service, dedicated and private line circuits) and provide administrative support on cellular telephone equipment.

Evaluate, design and oversee the installation of telecommunication systems and service as technical experts in telephone equipment design and systems development; consult with agency personnel to plan, budget and procure adequate telephone equipment and systems; analyze current telecommunication costs and estimate cost of system installation, upgrade or replacement; ensure agency requests for equipment meet State Purchasing requirements; define minimum standards and develop policies and procedures for new or revised telecommunications systems and auxiliary equipment; provide authorization for service, additions, moves and changes.

Maintain current knowledge of telephony products and service advancements and apply telecommunications based technology to increase the operating efficiency of State agencies.

Analyze inter and intra-state long distance carrier rates by tracking monthly billings, reviewing minutes of use and cost per minute and determining average usage; compare with alternative service available from major carriers, negotiate for improved service, and participate in the contractual request for proposal (RFP) process to secure the most competitive rates available; negotiate with local exchange carriers for discounted local service rates.

Establish bid specifications for new telecommunications service and equipment including cable and wiring; evaluate bids for compliance with specifications and technical quality of equipment; inspect completed systems for correct installation, compliance with specifications and agency satisfaction; and ensure maintenance of the system inventory.

Analyze and plan for the expansion of the State voice network to additional agencies in the State and coordinate division activity with other government entities in order to identify mutually beneficial opportunities.

Perform related duties as assigned.

CLASS CONCEPTS

Telecommunications Coordinator II: Under administrative direction, incumbents perform the full range of duties described in the series concept. This level is distinguished from the Telecommunications Coordinator I by responsibility for planning, designing, developing and supporting the State Telephone Network of PBX switches and associated systems. In addition, incumbents either supervise lower level technical and support staff or have total system administration responsibility for a major PBX hub location supporting a large geographical area.

Incumbents perform programming, analysis, design, implementation and repair of PBX switches and software applications associated with system administration, interactive voice response, voice network administration, call accounting, voice messaging and automatic call distribution systems. Incumbents work directly with local and long distance carriers to provide connection and proper operation to the Public Switched Telephone Network (PSTN); work on analog, digital and Internet protocol (IP) switched telephone systems; authorize adds, moves and changes on all equipment connected to the State owned switched telephone network; provide assistance to agency management regarding system design, management, budgeting, equipment purchases and specifications of telecommunications equipment; compile real time and historical reports on system performance, reliability, billing, usage, and overall efficiency; and provide training and assistance to Telecommunications Coordinator I's, technical staff and end users.

Telecommunications Coordinator I: Under limited supervision, incumbents perform many of the duties listed in the series concept and participate in the development of service contracts, coordinate the purchase and installation of telephone equipment and services for State agencies, coordinate and review the work performed by State contract vendors, and coordinate with architects to ensure sufficient space for telecommunications equipment in State facilities. Incumbents work directly with local and long distance carriers to provide connection and proper operation to the PSTN; perform programming, analysis, design, implementation and repair of local exchange (Centrex) and key-system (Nortel) type telephone systems; respond to calls from State agencies for service, repair and billing issues; and coordinate activities of vendors to achieve completion of all requested work in required time frames.

MINIMUM QUALIFICATIONS

TELECOMMUNICATIONS COORDINATOR II

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in electrical engineering, computer science, business administration or closely related field and five years of technical experience with an operating telephone company, interstate carrier (such as AT&T, MCI or US Sprint), or with an interconnect company which provided a thorough knowledge of various telecommunications equipment, (e.g. key systems, PBX equipment, data, microwave and inter-lata communications); **OR** graduation from high school or equivalent education and seven years of technical experience as described above; **OR** an equivalent combination of education and experience.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Detailed knowledge of: local exchange carriers and long distance carrier services. **Working knowledge of:** digital switching and transmission systems; principles and practices of supervision and training; cellular telephone service; security practices and procedures in relation to toll fraud; telecommunications industry standards on design, installation and maintenance of systems and equipment. **General knowledge of:** complex telecommunication system architectures as applied to reviewing available options and making specific equipment choices; engineering principles and methods as applied to telecommunications systems and electronic equipment such as analog and digital switching, fiber optics,

MINIMUM QUALIFICATIONS (cont'd)

TELECOMMUNICATIONS COORDINATOR II (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (cont'd)

cable design, traffic theory, network planning and project management. **Ability to:** collaborate with others in developing procurement specifications and evaluating contractor proposals for the development of telephone systems; evaluate the adequacy and efficiency of telephone systems and data and wire provisioning; develop and administer procedural guidelines, user agreements, and other control methods and documents necessary for efficient utilization of an organization's telephone system and operating policies; motivate and direct subordinate employees; organize and coordinate the work of others; *and all knowledge, skills and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Detailed knowledge of: State Rules for Personnel Administration; State's telecommunications systems to include PBX, voice mail, call accounting operation, key systems, Centrex systems and specific agency telecommunications needs. **Working knowledge of:** complex telecommunications system architectures as applied to reviewing available options and making specific equipment choices; engineering principles and methods as applied to telecommunications systems and electronic equipment such as analog and digital switching, fiber optics, cable design, traffic theory, network planning and project management. **Ability to:** prepare technical designs and specifications for complex telecommunications systems and construction projects; establish and maintain various operating production and other records and reports necessary to account for operating activities and fiscal expenditures with respect to established policies, goals and objectives; manage all aspects of a complex telecommunications system.

TELECOMMUNICATIONS COORDINATOR I

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in electrical engineering, computer science, business administration or closely related field and three years of technical experience with an operating telephone company, interstate carrier (e.g. AT&T, MCI, or US Sprint), or with an interconnect company which provided a thorough knowledge of various telecommunications equipment such as key systems, Nortel or Meridian equipment associated with Centrex service; **OR** graduation from high school or equivalent education and five years of technical experience as described above; **OR** an equivalence combination of education and experience.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: analog, digital, Centrex, and key system type telephone system functions and maintenance requirements; communications wiring design and installation for office buildings; correct English grammar, usage, punctuation and spelling. **General knowledge of:** telecommunications industry standards on design, installation and maintenance of systems and equipment. **Ability to:** read and comprehend complex telecommunications manuals; operate a personal computer and related software; prioritize assignments and coordinate the completion of multiple projects; analyze issues and determine the best solution regarding an organization's telecommunications requirements; communicate effectively orally and in writing; direct the activities of outside contractors; establish and maintain cooperative working relationships with vendors, contractors, co-workers and the public; coordinate and implement telecommunications site development and improvement projects; prepare technical and analytical reports.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Detailed knowledge of: call accounting and billing procedures applicable to telecommunications. **Working knowledge of:** division service and equipment contracts; State purchasing procedures; State regulatory requirements applicable to telecommunications. **Ability to:** provide technical expertise regarding telecommunications systems and equipment requirements as applied to contract development; interact and work cooperatively with State agencies across all branches of government.

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This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

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